

<b>Unemployment Insurance Division Program Goal</b>		<b>Agency/Program #:</b> 6602-02-G1
		<b>Division:</b> Unemployment Insurance
		<b>Program:</b>
<b>Agency Name:</b>	Department of Labor and Industry	
<b>Agency Contact:</b>	Tammy LaVigne	444-3697
<b>LFC Contact:</b>	Representative Hiner, Senator Bales, Senator Schmidt	
<b>LFD Liaison:</b>	Pam Joehler	444-2722
<b>OBPP Liaison:</b>	Joe Garza	444-1334

**Program or Project Description:**

The Unemployment Insurance Division administers the state unemployment insurance law under a federal/state partnership. This program is financed by employers and is designed to lighten the financial burden on unemployed workers while stabilizing the local economy and encouraging the skilled workers to remain in the area for reemployment. The division collects wage reports and taxes from employers to pay benefits to qualified unemployed claimants.

Appropriation, Expenditure and Source				
Fund Name:	2008		2009	
	Approp.	Expended	Approp.	Expended
General Fund				
State Special				
Federal Funds				
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Approp & Expenditure numbers are as of October 31, 2007

**Goal(s):**

Maintain an efficient, effective and equitable Unemployment Insurance program, funded by employers to provide short-term economic assistance to eligible workers.

**Performance Measures :**

- 90.1% of all Montana claims filed will be paid within 21 days of eligibility.
- 80% of benefit eligibility decisions will be issued to claimants within 21 days of receipt of potentially disqualifying information.
- 83% of new employer accounts will be established within 90 days of meeting UI coverage requirements.
- 95% of employer quarterly wage reports are secured within 90 days of date due.
- 95% of UI tax receipts received are deposited within 3 days of receipt.
- Receive positive feedback from claimants and employers in excess of 80% on customer satisfaction surveys.

2009 Biennium Significant Milestones:		Completion Dates	
		Target	Actual
1			
2			
3			
4			
5			

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**Performance Report:**

See attached document from OBPP

**LFD Narrative:****EXECUTIVE CHANGES**

1. Changes to Goals/Initiatives: No
2. Changes to Performance Measures: No

**LFD ASSESSMENT**

1. Goal is measurable within the biennium: Yes
2. Progress toward goal: On-Track

**APPROPRIATION ISSUES**

1. Appropriation/Expenditures Provided: No
2. Other Appropriation Issues: None at this time

**OPTIONS REGARDING GOAL/INITIATIVE AND PERFORMANCE MEASURES**



Version	Date	Author
AO-1	12/7/07	Joehler

Change Description
Add LFD narrative



GOVERNOR'S OFFICE OF  
BUDGET AND PROGRAM PLANNING

## Goals/Objectives

**Agency Contact:** Tammy LaVigne | **Phone Number:** 444-3697 |  
**Agency Name:** Department of Labor & Industry |  
**Division:** Unemployment Insurance |  
**Program (identify and briefly describe):** The Unemployment Insurance Division administers the state unemployment insurance program under a federal/state partnership. This program is financed by employers and is designed to lighten the financial burden on unemployed workers while stabilizing the local economy and encouraging skilled workers to remain in the area for reemployment. The Division collects wage reports and taxes from employers to pay benefits to qualified unemployed claimants. |

### **List a single goal and brief description:**

Maintain an efficient, effective and equitable Unemployment Insurance program, funded by employers, to provide short-term economic assistance to eligible workers. |

### **Describe the performance measures related to this goal:**

- 90.1% of all Montana claims filed will be paid within 21 days of eligibility.
- 80% of benefit eligibility decisions will be issued to claimants within 21 days of receipt of potentially disqualifying information.
- 83% of new employer accounts will be established within 90 days of meeting UI coverage requirements.
- 95% of employer quarterly wage reports are secured within 90 days of date due.
- 95% of UI tax receipts received are deposited within 3 days of receipt.
- Receive positive feedback from claimants and employers in excess of 80% on customer satisfaction surveys. |

### **List significant milestones and target dates to be completed in the 2009 Biennium:**

1. The Division is in the process of developing a customer satisfaction survey related to the benefit claims processing function. The target date for completion of the survey is December 31, 2007. We will start sending the benefit claim satisfaction survey to our customer base beginning January 1, 2008, with the first statistical report being available by mid-April 2008. |

### **Describe the current status of the measurements related to the goal:**

For the time period June 1, 2007 through September 30, 2007:

- 93.63% of claims filed were paid within 21 days of eligibility;
- 87.30% of eligibility decisions were issued to claimants within 21 days;
- 89.4% of new employer accounts were established within 90-days;
- 99.1% of quarterly wage reports were secured within 90-days of the due date;
- 99.71% of UI tax receipts were deposited within 3-days of receipt.
- 99% of employer customer satisfaction surveys were positive. |